

North Central London ICB CIC Provider Newsletter – March 2023

**Welcome to the March edition of the
NCL Integrated Care Board
Complex Individualised Commissioning (CIC) Team
newsletter**

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Whilst we are keen to share our news with you, we would also welcome your good news, feedback, details of any events you are holding and would like others to know about, any success stories etc.

Your contributions to the monthly newsletter will help make it informative, celebratory and as interesting as possible.

Please send your articles and news to us via email:
nclimb.cicprovidercontracts@nhs.net or nclimb.chcinvoice-queries@nhs.net

[Invoice team update](#)

[Year-end planning](#)

The Invoice team receives approx. 1,000 new invoices each month from our providers; we process the new ones and review the aged invoices. In some cases, invoices are considered as duplicates, this is usually where payments are automatically paid to providers via CHC and FNC schedules each month (not paid on invoices).

We also have a large volume of aged invoices where we are still awaiting credit notes from providers. The invoices they relate to will be removed from our ledger before year end unless your credit note is received imminently.

As the team approaches year-end close-down and undertakes a ledger cleanse, we are asking providers to assist with any enquiries we may make during this process.

Last month we held a provider drop-in session to explain the year-end procedure and request that providers who normally invoice NCL ICB, please raise any outstanding invoices for care provided up to 31 March 2023, by this date. Your invoices must reach SBS in good time to meet ledger close. This helps our finance team, who will have fewer accruals to raise and also helps providers as your invoices are more likely to be paid at the end of April if submitted in the relevant care period and year.

We are also asking providers who raise invoices, to submit a 'statement of account' to their Account Manager, so that they can reconcile the balance owed and action any queries on your behalf promptly.

Statements must be populated on an ICB template; please request a copy from nclimb.chcinvoice-queries@nhs.net if you don't have one.

SBS payment dates

Timetable of dates for March 2023.

<u>March 2023</u>	SBS pay dates March	Provider bank receipt date
Standard pay run date	7th	14 March
Standard pay run date/Dom Care Invoices	9th	16 March
Standard pay run date	14th	21 March
Standard pay run date/Dom Care Invoices	16th	23 March
Scheduled/PHB payments	21st	28 March
Standard pay run date/ PHB payments	23rd	30 March
Standard pay run date	28th	4 April
Last standard pay run for year end	30th	6 April

Billing information

Please send all invoice queries to the below email address to ensure a prompt response:
nclib.chcinvoice-queries@nhs.net

PROVIDERS - PLEASE NOTE THE NEW SBS BILLING ADDRESS

This is where you must send your invoices, otherwise they will not reach the NCL ICB ledger:

**NHS NORTH CENTRAL LONDON ICB
QMJ PAYABLES N155
PO Box 312
LEEDS
LS11 1HP**

Please ensure this **billing address** is clear on all invoices when submitting to SBS or via Tradeshift. If you know the name of your Account Manager, you can also add;
FAO: xxxxxxxx xxxxxxxx (Account Manager)

Any supporting backing data/timesheets etc. should be emailed to your Account Manager or the generic invoice team email address.

Invoices naming the legacy organisation (NCL CCG), using old payables code or any other invalid billing element, **will be rejected** by SBS.

Please also ensure that your invoices **do not include any PID** (patient identifiable data) as SBS will reject this invoice. If you would like a reminder of the do's and don'ts of PID, please contact us with your questions, or request a copy of the presentation slides we shared at a prior provider workshop.

If you are concerned that your invoices may have been mislaid, and if they were sent to SBS, please email SBS to raise your uploading /missing invoice enquiries: sbs.apinvoicing@nhs.net

If you have any queries relating to **Trade-shift** please contact Trade-shift directly on:
Tel: **0303 123 1177** or via email: SBS-W.e-invoicingqueries@nhs.net

PHB team update

Since our last newsletter update in February concerning the Co-production PHB Procurement Framework project, the PHB team have held a number of ICB PHB service user workshops to understand people's experience of receiving and managing a PHB, Social Care Direct Payment and Integrated Budget.

The aim of these workshops was two-fold; first, to understand where improvements are needed to the PHB local offer; and second, to get an understanding of the types of PHB support services needed to assist an individual to take up and manage a Direct Payment.

At the same time as the service user workshops, we also underwent two rounds of recruitment for people with lived experience of receiving and/or managing a PHB, Social Care Direct Payment or Integrated Budget, to shape and influence the PHB procurement. The first round was aimed at attracting local people, and the second round had a national focus. We are pleased to say that we have successfully recruited a number of highly skilled, passionate and Direct Payment-focused individuals, some of whom are based in NCL, and others further afield, all of whom are excited about the challenge of working together to co-produce a PHB Procurement Framework for NCL ICB service users.

We will keep you updated on the developments with this project. If you have any queries or enquires about the project, please feel free to contact the PHB Team on:
nclibc.personalhealthbudgets@nhs.net.

Thank you.

NCL Joint Complex Care Home Programme – Care Home Co-production Group

Our next NCL Complex Care Homes Co-production Workshop will be held on **22 Mar 2023 – 3pm-4:15pm**. Should you wish to include topics for discussion or attend our next session and receive the next issue of the newsletter, please send an email to: nclibc.barnetpmo@nhs.net

Provider drop-in session timetable

Our provider drop-in sessions are held fortnightly with guest speakers presenting on a variety of topics. We would highly recommend you attend or nominate a deputy as this will provide further insight on projects and programmes that we are currently undertaking as an organisation. You will also have an opportunity to raise any queries you may have with our team members.

Date	Time	Topic
22 March 2023	4pm – 4:30pm	CIC brokerage team Care Placements/Packages Allocation

Next provider drop-in session

Wednesday 22 March 2023, 4pm

[Click here to join the meeting](#)

CIC contracts team update

The new contract year started on 1 April 2023. Existing providers with an NHS provider contract will receive an email from the CIC contracts team to indicate which documents need to be updated. Once that information has been received, providers will be issued with a two-year contract.

Having an NHS Standard Contract in place is a mandatory requirement for all provider organisations with current placements. Some of the benefits include roles, responsibilities, and expectations of how the service is to be run being detailed within the contract.

You are invited to join webinars that are holding during March and April, at which we will discuss the contracting process for the coming year with our providers.

It's easy to book, just click on one of the links below (or more), if your colleagues may benefit from also attending:

Webinar Topic	Webinar Date	Webinar Time	Registration Link
Webinar - Contracting with NCL ICB in 2023 - Updates and Information	21 March 2023	11:00 - 11:45	Book Here To Attend

Webinar - Contracting with NCL ICB in 2023 - Updates and Information	30 March 2023	11:00 - 11:45	Book Here To Attend
Webinar - Contracting with NCL ICB in 2023 - Updates and Information	4 April 2023	16:00 - 16:45	Book Here To Attend
Webinar - Contracting with NCL ICB in 2023 - Updates and Information	13 April 2023	15:00 - 15:45	Book Here To Attend
Webinar - Contracting with NCL ICB in 2023 - Updates and Information	17 April 2023	11:00 - 11:45	Book Here To Attend

Contract review meetings (CRMs)

We will continue to meet with providers on a regular basis (either quarterly or six monthly) to discuss the contract, activity, and reporting. Providers will receive a reminder prior to the relevant month to book their contract review meeting (CRM). [Book CRM page](#)

If you have yet to be contacted or if we've contacted you and you're not the right person in your company or organisation to assist the Contracts Team with drafting the contract, please provide the correct person's contact details via email to: nclicb.cicprovidercontracts@nhs.net

Engaging with the contracts team

If providers have a query that is easier to discuss in person via Microsoft Teams, rather than by phone call or email, please book a short 15-minute meeting with a team member. These short slots are useful for discussing any issues relating to contracting with NCL ICB.

Please register to book a meeting here – [Registration Page](#)

Contracts Q&A drop-in session

At the end of the month, the CIC contracts team host a drop-in session open to all providers. **The next contracts Q&A drop-in session is on Wednesday 29 March 2023 at 1pm – 1:30pm.**

Please [book here](#) to if you wish to attend.

Article Social prescribing

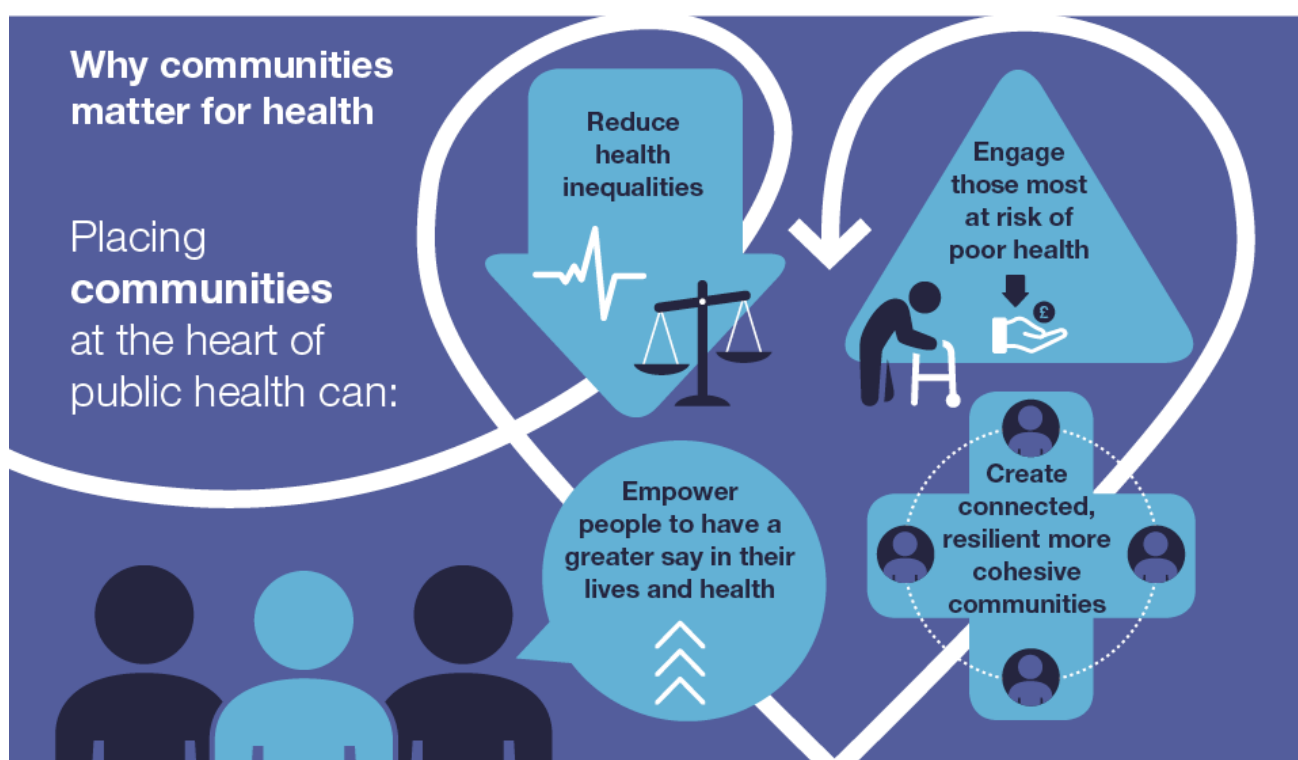
Social prescribing – sometimes referred to as community referral – is a means of enabling GPs, nurses and other health and care professionals to refer people to a range of local, non-clinical services.

Recognising that people’s health is determined primarily by a range of social, economic, and environmental factors, social prescribing seeks to address people’s needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing schemes can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

There are many different models for social prescribing, but most involve a link worker or navigator who works with people to access local sources of support.

[Community-centred ways of working](#) can be more effective than more traditional services in improving the health and wellbeing of marginalised groups and vulnerable individuals. For this reason, they are an essential way of reducing health inequalities within a local area or community.



Those who find themselves excluded from society, discriminated against, or lacking power and control because of living in extreme poverty, can be the least likely to access and benefit from services – despite often having the worst health. Adopting more community-centred practice can help provide more appropriate and effective ways of engaging people and improving their health and wellbeing.

The extent to which we have control over our lives, have good social connections and live in healthy, safe neighbourhoods are all important influences on health. These community-level determinants are protective of good mental and physical health and can be a buffer against stressors during a lifetime.

Social prescribing and community-based support is part of the NHS Long Term Plan's commitment to make personalised care business as usual across the health and care system. [Personalised care](#) means people have choice and control over the way their care is planned and delivered, based on 'what matters' to them and their individual strengths and needs. Social prescribing is one of the 6 components of [universal personalised care](#). The [NHS Long Term Plan](#) published in January 2019 has a commitment to personalised care and increasing access to social prescribing for the whole population.

[Social prescribing](#) enables all local agencies to refer people to a link worker. Link workers give people time and focus on what matters to the person as identified through shared decision making or personalised care and support planning. They connect people to community groups and agencies for practical and emotional support. Link workers collaborate with local partners to help community groups be accessible and sustainable and support people starting new groups.

Referrals to link workers can come from a wide range of local agencies, including general practice, local authorities, pharmacies, multi-disciplinary teams, hospital discharge teams, allied health professionals, fire service, police, job centres, social care services, housing associations and voluntary, community and social enterprise (VCSE) organisations. Self-referral is also encouraged. Some health and care professionals whose roles involve long-term intensive support may undertake social prescribing directly.

Social prescribing complements other approaches, such as active signposting by health and care professionals. Active signposting is a 'light touch' approach using a [making every contact count](#) approach where existing staff in local agencies engage individuals in conversations about what matters to them and provide information to signpost people to services, using local knowledge and resource directories. Active signposting works best for people who are confident and skilled enough to find their own way to services after a brief intervention.

Personalised care relies on people having health literacy; the knowledge, skills, understanding and confidence they need to be able to use health and care information and services. In 2015 the Institute of Health Equity published a report about [improving health literacy to reduce health inequalities](#). This showed that up to 61% of the working age population in England finds it difficult to understand health and wellbeing information.

Low levels of health literacy impact significantly upon a person's ability to:

- manage long term conditions.
- engage with preventative programmes and make informed healthy lifestyle choices.
- keep to medication regimes.

This leads to worse health outcomes across a range of indicators, increased health inequalities for affected individuals and increased preventable mortality. A [health literacy toolkit](#) has been published to raise awareness of health literacy and support the health, care and the wider public health workforce to make services accessible.

Source: [Gov.uk](#)



CIC directorate employee spotlight



Kirstie Gorry **H-N Invoice Account Manager**

"I'm Kirstie Gorry, and I have 7+ years' experience within the NHS, primarily within Continuing Healthcare. I have undertaken my finance studies and am undertaking further training to complete my ACCA qualifications. I'm looking forward to implementing my skills within the ICB and working with our providers to ensure our payment deadlines are met."

Provider feedback



"Good morning Kia,

I'm writing this email to personally thank you for all your hard work in finally bringing the PC account up to date.

We have been trying to balance this account since May 2021, and I have sent countless emails to various people to no avail. Despite many reminders, I felt at times I was asked to complete something else or transferred to another person.

John Jackson
Queen Ann Care

I contacted NHS again last month, and another person replied to it; which was you Kia. When you told me you were new to the job and needed all the information again, my first thought was 'another one added to the list'!

However, how wrong I was. From the start you have been very professional and dedicated to sorting this out for us. I sent you a spreadsheet with all our invoices and payments, which you then transferred to your own spreadsheet. You then organised a conference call to discuss it all with me, which is where we found the discrepancy. I have since loaded the invoices and payment has been agreed.

Finally, thank you so much again Kia for all your hard work and dedication in sorting this problem out.

Regards,

John Jackson
Accounts Team”

[Your ICB contacts: our staff are here to support you!](#)

Please note that some invoice account manager alphabetical responsibilities have changed. Do take a note of their name if this change affects your business.

MDT	Katherine Paddock	Assistant Director of Market and Business Development Transformation
	Yusuf Hussain	Interim MDT Programme Transformation Lead
	Manj Bains	Interim Business & Admin Support Officer
Invoice (MDT)	Amandeep Rai	Senior Processing & Reporting Manager
	Francoise Deveden	Finance Business Manager (LA invoices)
	James Crossley	Reconciliations Manager
	Temporary cover by James Crossley	B-C Invoice Account Manager
	Kyaw Hein	A, D-G Invoice Account Manager
	Kirstie Gorry	H-N Invoice Account Manager
	Kia Shenton	O-Q Invoice Account Manager
	Temporary cover by Kia and Kirstie	R-Z Invoice Account Manager
PHB/BI (MDT)	Steven Deller	Personal Health Budget & CareTrack Specialist (Business Transformation)
	Jennie DeLord	Business Intelligence and Systems Manager
	Fiona Atkinson	Interim Personal Health Budgets (PHB) Programme Manager
	Asad Rehman	Interim CIC Performance Lead
	Theodora Nakpodia	Personal Health Budget Officer

Contracts (MDT)	Tina Akande Aaron Kiss Cleo Woodward Ann Stapley	Senior Contracts Manager CIC Contracts Manager CIC Contracts Manager CIC Contracts & Admin Officer
Brokerage and Commissioning	Barbara Korszniak Melanie Pettitt Nyarai Imafidon Bakison Kansinde Mitra Unmar Sue Munemo Munir Abdullahi Esther Amos Dean Hounslow Donald Ikpeama Erica Bassett Cynthia Shoyemi Vicky Cox Ann Moorhouse Khansa Shaukat Madrina Denys Janice Mclean Liridona Banjica Caron Buckingham	Assistant Director CIC (Adults) Head of Service Complex Individualised Commissioning (CIC) Adults Senior Commissioner Commissioner Commissioner Commissioner Senior Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Senior Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Business Services Commissioner

Useful NCL ICB contact information

Invoice team: nclib.chcinvoice-queries@nhs.net

Brokerage team: nclib.cicchccommissioning@nhs.net

Brokerage Approved Packages: nclib.cicchapprovedpackagesofcare@nhs.net

Brokerage (SUPA – patient/client agreement): nclib.ciccontracts@nhs.net

Contracts team (NHS Standard Contract – organisation): nclib.cicprovidercontracts@nhs.net

NCL ICB website:

www.nclhealthandcare.org.uk

We welcome your feedback; please share your thoughts with the team members directly or via the team email address, and don't forget to give us your permission to publish your comments in our next newsletter:

nclccg.chcinvoice-queries@nhs.net

March celebrations

